Docket No: 245972US2 DIV
Inventor: Tetsuro MOTOYAMA et al.
Preliminary Amendment filed concurrently with Application

IN THE SPECIFICATION

Please replace the paragraph beginning on page 6, line 6 to page 7, line 4 with the following rewritten paragraph:

Referring now to the drawings, wherein like numerals designate identical or corresponding parts throughout the several views, and more particularly to Figure 1 thereof, there is illustrated a figure showing various machines and computers for monitoring, diagnosing and controlling the operation of the machines. In Figure 1, there is a first network 16, such as a Local Area Network (LAN) connected to computer workstations ~~16~~ 17, 18, 20 and 22. The workstations can be any type of computers, including IBM Personal Computer compatible devices, Unix Based Computers, or Apple Macintoshes. Also connected to the network 16 are a digital copier/printer 24, a facsimile machine 28, and a printer 32. The devices 24, 28, and 32 are referred to as machines or monitored devices although other types of devices may be used as the machines or monitored devices. Also, a facsimile server (not illustrated) may be connected to the network 16 and have a telephone or ISDN connection. In addition to the digital copier/printer 24, facsimile machine 28, and printer 32 being connected to the network 16, these devices may also include conventional telephone and/or ISDN connections 26, 30, and 34, respectively. As is explained below, the business office machines or business devices 24, 28, and 32 communicate with a remote monitoring, diagnosis and control station, also referred to as a monitoring device, through the Internet via the network 16 or by a direct telephone or ISDN connection.

Please replace the paragraph beginning on page 7, lines 5-21 with the following rewritten paragraph:

In Figure 1, the Internet is generally designated by 10. The Internet 10 includes a plurality of interconnected computers designated by 12A-12I. The manner of communicating over the Internet is known through RFC documents obtained by FTP at NIC.DDN.MIL or at

2

Docket No: 245972US2 DIV
Inventor: Tetsuro MOTOYAMA et al.
Preliminary Amendment filed concurrently with Application

FTP NISC.SRI.COM. TCP/IP related communication is described for example in the book

"TCP/IP Illustrated," Vol. 1, The Protocols, by Stevens, from Addison-Wesley Publishing

Company, 1994. As the Internet is a network accessible by many people and organizations, it

is not considered to be ~~secure, therefore~~ secure. Therefore, messages transmitted over the

Internet should be encrypted to keep the messages confidential. Encryption mechanisms are

known and commercially available which may be used with the present invention. For

example, a C library function, crypt(), is available from Sun Microcomputers for use with the

Unix operating system, and other encryption and decryption routines are known and

commercially available.

Please replace the paragraph beginning on page 19, line 8 to page 20, line 9 with the following rewritten paragraph:

Figure 9 illustrates a process performed within the machine which determines whether

a connection-mode or a connectionless-mode of communication is needed. After starting,

step 370 determines if an event requires communication and if it does not, flow returns to the

calling process. If communication is needed, step 372 determines whether the event requires

a connectionless-mode or a connection-mode of transmission. Any type of high priority event

for which immediate attention is needed or which the remote monitoring device would be

interested in on an expedited basis is sent in a connection-mode of communication. This may

be used when a hazardous ~~connection~~ <u>condition</u> exists within the machine or when something

in the machine needs immediate attention. For example, if a thermistor in the fuser unit

senses a high and unsafe temperature, a direct connection mode may be used. However, the

transmission of a weekly or monthly report indicating the usage and a normal condition state

in the machine can use the slower connectionless-mode of communication. Additionally,

when the connectionless mode of communication is not properly functioning, the connection-

mode of communication is used. For example, if an Internet e-mail message is not properly

Docket No: 245972US2 DIV
Inventor: Tetsuro MOTOYAMA et al.
Preliminary Amendment filed concurrently with Application

received by the monitoring device, a direct connection-mode of communication is used. The

e-mail message may contain a request for acknowledgement of receipt and if an

acknowledgement is not received within a predetermined time (e.g. 3-24 hours) then a

connection-mode communication is used to re-transmit the message. Also, if a connection-

mode of communication is not properly functioning, then the connectionless-mode of

communication may be used.

**Please replace the paragraph beginning on page 28, line 25 to page 29, line 8 with
the following rewritten paragraph:**

This invention may be conventionally implemented using a conventional general

purpose digital computer ~~program~~ <u>programmed</u> according to the teachings of the present

invention, as will be apparent to those skilled in the computer art. Appropriate software

coding can readily be prepared by skilled programmers based on the teachings of the present

disclosure, as will be apparent to those skilled in the software art. The invention may also be

implemented by the preparation of application specific integrated circuits or by

interconnecting an appropriate network of conventional component circuit, as will be readily

apparent to those skilled in the art.